

Lisbon, 20<sup>th</sup> March, 2020

Subject: COVID-19 – An update from Hovione's CEO

Dear Customer,

I am addressing you in the midst of the COVID-19 crisis to reassure you that we are taking all the necessary measures to maintain continuity of supply to your company and ultimately to the patients both our companies are responsible for serving.

Hovione operates four sites located in Macau, Portugal, Ireland and US and have not, so far, experienced any material disruption to our operations and we are delivering our products and services normally. Whoever can work from home has been instructed to work from home. The sites have taken all precautions. Our place of work is as safe as can be. As of yesterday we have less than 1% of our employees absent – a normal day!

At Hovione our communication is open and transparent, now more than ever. We will continue to communicate regularly with you through your commercial contact person as well as through the project teams' interactions, such as the weekly call. We will also intensify our communication with you concerning the status of your deliveries with regular emails from our commercial contact person, who will also be available to reply to specific inquiries regarding Hovione's response to this crisis.

As you may have already heard from the news, Portugal is now under the state of national emergency. I would like to inform you that we will continue to operate normally and reassure you that as Hovione has a critical part to play in the welfare of patients we have full government support.

The restrictions to commercial air flight travel are limiting our options for air cargo but we believe this will be a short-lived turmoil (prices already gone up significantly, as they did already do last month in China). The logistics industry is resilient. To date, our Logistics team have been able to find alternatives by working closely with our suppliers and benefiting from their contingency plans.

Having a manufacturing site in Macau exposed Hovione earlier on to the challenges of the dealing with COVID-19. This made me realize that besides attending to the needs of my team members and customers we also could have a broader role in our community. Therefore, we have created a webpage [www.hovione.com/covid-19](http://www.hovione.com/covid-19) where we explain all details of our response to the crisis, such as sharing internal communiqués we have issued on this matter, as well as relevant information about the disease and its prevention. Hovione in Lisbon has also begun to manufacture and supply hand sanitizer gel on a pro-bono basis to institutions such as hospitals, fire departments and municipalities to support the national effort against the virus.

We do not know what tomorrow will bring, but we will adapt quickly to the constraints and challenges this crisis imposes on us and on our business. This calls for collaboration and communication so you can expect to hear more from our team members in the coming weeks. Please also keep us informed as to what you expect from us.

Best regards,

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